



July 23, 2014

Announcement 775

Verify Recipient Eligibility Before Submitting Prior Authorization

Providers are reminded to verify recipient eligibility before submitting a prior authorization request.

Providers may now perform an eligibility inquiry through the Provider Web Portal online prior authorization system using CAQH CORE Service Type codes and receive eligibility responses that include the CAQH CORE Service Type codes. [Web Announcement 688](#) provides the steps for performing an eligibility inquiry in the Provider Web Portal using CAQH CORE Service Type codes.

The other options available to providers for verifying recipient eligibility are:

- **Electronic Verification System (EVS):** To access EVS, visit the Nevada Medicaid website at www.medicaid.nv.gov. Select the "EVS" tab to review the User Manual and to register or login to EVS. EVS is available 24 hours a day, 7 days a week, except during maintenance periods. For assistance with obtaining a secured login, contact the HP Enterprise Services Field Representatives at NevadaProviderTraining@hp.com or by calling (877) 638-3472. Select option 2 for provider, then option 0, then option 4 for Provider Training.
- **Automated Response System (ARS):** To access ARS, call (800) 942-6511. The ARS provides eligibility information via the phone. Your NPI/API is required to log on.
- **Swipe Card System:** To implement a swipe card system, please contact a swipe card vendor directly. Vendors that are certified to provide this service are listed in the Service Center Directory located on the [Electronic Claims/EDI](#) webpage.

During periods when the above tools are not functioning, providers may contact the Customer Service Center by calling (877) 638-3472. Select option 2 for provider, then option 0, then option 2. Please have your servicing NPI, or API, recipient's Medicaid ID and date of service for the claim available.